

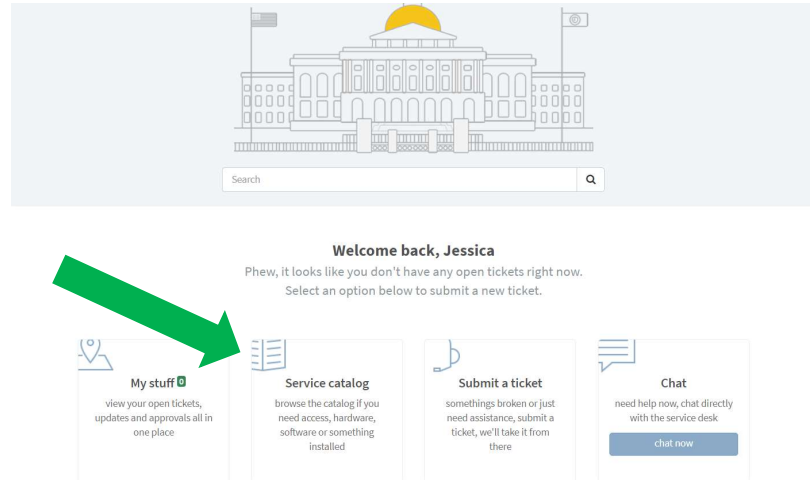


# EXECUTIVE OFFICE OF TECHNOLOGY SERVICES & SECURITY

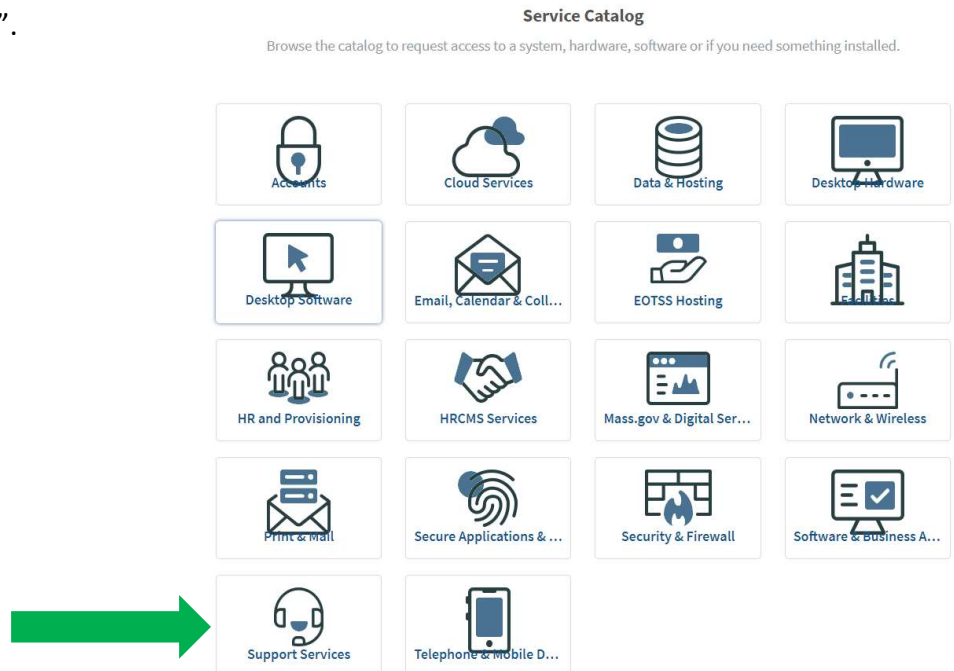
COMMONWEALTH OF MASSACHUSETTS | 1 ASHBURTON PLACE, 8TH FLOOR, BOSTON, MA 02108

## Request a ServiceNow Account ServiceNow Request Instructions

Step 1: Sign into ServiceNow and click "Service Catalog".



Step 2: Click "Support Services".



Step 3: Select “ServiceNow User Account Request” from the list.



EOTSS Service Catalog > Support Services

### Support Services

Submit a ticket or request support from other IT groups

Items

- Infrastructure Planning Group (IPG)** ⓘ  
Request for IPG services.
- Request New Catalog Item** ⓘ  
Need a new item added to the Catalog? Contact ServiceNow Support to have a new item added.
- Service Account Management (SAM) Service.** ⓘ  
Request for Service Account Management Service.
- ServiceNow Maintenance** ⓘ  
Request ServiceNow Maintenance such as group member updates or workflow changes.
- ServiceNow User Account Request** ⓘ  
Request for a ServiceNow user account
- ☐ **Submit a Ticket** ⓘ  
Something broken, need to request something or just don't know which item to choose? Submit a ticket and we'll take it from there...

Step 4: The following screen will appear.  
*Please note that you may only request a ServiceNow account for one user per Request.*

EOTSS Service Catalog > Support Services > ServiceNow User Account Request

Request for a ServiceNow user account

Use this catalog item to request a ServiceNow user account. If the requested user also requires access to manage tickets, please select which support group(s) they need to be a member of.

Requested By  
Powers, Jessica M. (EOTSS) ⓘ

☐ Request on behalf of

* First name	<input type="text"/>	* Secretariat	<input type="text"/>
Middle name	<input type="text"/>	* Agency	<input type="text"/>
* Last name	<input type="text"/>	Job title	<input type="text"/>
* Email	<input type="text"/>	Location	<input type="text"/>
* Phone number	<input type="text"/>	Manager	<input type="text"/>